



public works  
& infrastructure

Department:  
Public Works and Infrastructure  
REPUBLIC OF SOUTH AFRICA

## **Specification for the Training Intervention in Facilities Management**

**1.1 Service provider status: full accreditation with SAQA or relevant SETA**

**1.2 Duration of the training: 5 days on a contact session [in- house]**

**1.3 NQF Level:2-3**

**1.4 Number of delegates: 20**

**1.5 Course content:**

### **MODULE 1: AN OVERVIEW OF FACILITIES MANAGEMENT**

- What is Facilities Management?
- The Facilities Management process in general
- The 8 key roles of FM
- FM-overhead or profit centre?
- The strategic importance of managing facilities
- Developing an FM plan and team
- Facilities phases, planning and realization
- Relationship between Facilities Management and Asset Management

### **MODULE 2: ESTABLISHING CONTROL OF SUPPORT SERVICES**

- Identifying and reviewing support service requirements
- Profiling current services level and cost
- Reviewing contracted services
- Outsourcing versus in-sourcing
- Contract “bundling and aggregation”
- Determining and implementing a contract strategy

### **Module 3: THE BASIC ELEMENT OF FACILITIES MANAGEMENT**

- Facilities roles
- Types of planning

- Strategic and annual planning
- Life cycle cost principles
- Budgeting principles Stakeholder management
- Key issues
- Risks
- Work planning and control
- Performance management

#### **MODULE 4: PREVENTATIVE MAINTENANCE AND MAINTENANCE STRATEGY**

- Disaster recovery plans
- Maintenance concepts
- Understanding RISK
- Risk-Based Maintenance, the methodology
- Typical inspection and maintenance task for utilities

#### **MODULE 5: MANAGING THE WORKPLACE**

- People management
- Productivity
- Health, safety, and security
- 5S Model

#### **MODULE 6: MANAGING THE BUDGET**

- Harnessing cost data
- Identify spending patterns
- Building up the budget
- Defending the plan
- Control mechanism and reports
- How to maximize the budget

#### **MODULE 7: UNDERSTANDING SERVICES CONTRACTS**

- The need for contracts
- Tender terms
- Objectives and understanding what the contractors needs

- Contract structure explained
- Terms and conditions
- Specification-output v input
- Schedules of tender
- Suppliers “ own” contract-common traps

## **MODULE 8: OUTSOURCING AND CONTRACTING**

- What to outsource and not
- Choosing the right contractor
- How to manage this contracts
- Contracts types
- The contracting cycle
- Service Legal Agreement

## **MODULE 9: SERVICE DELIVERY AND PERFORMANCE MANAGEMENT**

- Continuity of service
- End-user requirements
- Managing service providers
- Managing performance
- SLA's/ KPI's
- Dealing with poor performance

## **MODULE 10: UNDERSTAND THE ROLE OF PROJECT MANAGEMENT IN FACILITIES MANAGEMENT**

- Compliance and risk management
- What legislation and who is accountable?
- Developing a safety policy
- Managing safety
- How to carry out a risk assessment
- Permit to work
- Practical guidelines to handle emergencies
- Project Management phases and skills
- Maintenance management essentials
- Continuous improvement in FM

## **MODULE 11: COMPLIANCE AND RISK MANAGEMENT**

- What legislation and who is accountable?
- Developing a safety policy
- Managing safety
- How to carry out a risk assessment
- Permits to work
- Practical guideline to handle emergencies
- Business continuity – FM's role

## **MODULE 12: UNDERSTAND SUSTAINABILITY IN FACILITY MANAGEMENT**

- The sustainability agenda
- Environmental consideration
- CSR
- Innovation

## **MODULE 13: PERFORMANCE MONITORING AND BENCHMARKING**

- Continuous improvement
- Target setting as a starting point
- Monitoring performance with KPI's
- The Facilities Management Balance Scorecard
- Assessments, audits and benchmarking